

A Message from Cahaba Government Benefit Administrators®, LLC

Cahaba Government Benefit Administrators®, LLC, a Medicare contractor has implemented a Provider Customer Service Program (PCSP) designed to meet provider informational and educational needs. The PCSP flows from provisions in Section 921 of the MMA that strengthen and enhance Medicare's ongoing efforts associated with provider inquiries and education. The PCSP is designed to improve accuracy, completeness, consistency, and timeliness by ensuring that providers' issues are addressed by staff with the appropriate levels of expertise. The PCSP includes the following three principal components: Provider Self-Service technology, Provider Contact Center (PCC) and Provider Outreach and Education.

Provider Self-Service Technology

Self-service technology will enable the contact centers to handle the increasing volume of provider calls by allowing providers access to certain information without direct personal assistance from Medicare contractor staff. Cahaba GBA will require providers to use the Interactive Voice Response (IVR) systems to access information about claims status, beneficiary eligibility, and remittance advice code definitions.

Provider Contact Center

Contractors will use an inquiry triage process for telephone inquiries to ensure that inquiries are answered by the staff with the appropriate expertise. Cahaba GBA has organized its customer service representatives (CSRs) into at least two levels. Inquiries that require even more specialized expertise or research or that just require significant additional time to resolve will be referred to the Provider Relations Research Specialists (PRRSs). The PRRSs will provide clear and accurate written answers for inquiries referred by telephone CSRs and from the general inquiries area. All general inquiries (letter, fax, and e-mail) will be answered within 45 business days.

The PCC will respond to inquiries from the following:

- Telephone calls
- Letters
- Faxes
- E-mails

Provider Outreach and Education

This component of the PCSP includes all provider outreach, education, and training activities that Cahaba GBA performs, plus some additional requirements and activities. These new areas include:

- Training tailored for small providers and tailored to reduce the claims error rate
- Enhanced use of the Internet
- Local "Ask-the-Contractor" teleconferences and other new methods of communication